

33  
ABSTRACT

A computerized family advising system and method comprising a World Wide Web home page and associated script files for making funeral arrangements. The system is configured to allow families to gain knowledge and ask questions about every aspect of the funeral planning process. The system is also designed to help funeral directors, through a virtual showroom, both in the planning of at-need or pre-need funeral services and in allowing an increased inventory of funeral products. The system is a browser-based computer client application installed on a multimedia computer in a funeral home showroom, office or conference room. The system, if desirable, is accessible by a user through the Internet using any standard Internet browser. The system is capable of both recognizing user-initiated events and accepting user-defined queries in order to take a defined action and/or return queried funeral related information from a remote database.